

**AMENDMENTS TO THE CLAIMS**

This listing of claims will replace all prior versions and listings of claims in the application:

**Listing of Claims**

Claim 1 (Currently Amended): A method of processing vehicle damage claims, comprising the steps of:

reporting a vehicle damage claim to an insurance provider by a claimant;  
delivering a damaged claimant vehicle to an insurer facility operated by the   
insurance provider;

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preparing a repair estimate at the insurer facility by a representative of the insurance provider;

selecting a repair facility, with the repair facility selected by the insurance provider without input from the claimant;

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repairing the damaged claimant vehicle at the repair facility;  
returning the repaired claimant vehicle to the insurer facility without input from the claimant; and  
returning the repaired claimant vehicle to the claimant.

Claim 2 (Original): The method of claim 1, further comprising the step of verifying insurance coverage after the step of reporting the vehicle damage claim to the insurance provider by the claimant.

Claim 3 (Original): The method of claim 1, further comprising the step of scheduling with the claimant to deliver the damaged claimant vehicle to the insurer facility.

Claim 4 (Original): The method of claim 3, wherein if the damaged claimant vehicle is not driveable the method further comprising the step of towing the damaged claimant vehicle to the insurer facility.

Claim 12 (Original): The method of claim 1, further comprising the step of the insurance provider inspecting and evaluating repair quality of the claimant vehicle at the insurer facility after the step of repairing the claimant vehicle at the repair facility.

Claim 13 (Original): The method of claim 1, wherein the step of returning the repaired claimant vehicle to the claimant occurs at the insurer facility.

Claim 14 (Original): The method of claim 1, wherein the claimant drops off the rental vehicle and picks up the repaired claimant vehicle at the insurer facility.

Claim 15 (Currently Amended): A method of processing vehicle damage claims, comprising the steps of:

reporting a vehicle damage claim to an insurance provider by a claimant;

delivering a damaged claimant vehicle to an insurer facility operated by the  
insurance provider;

preparing a repair estimate at the insurer facility by a representative of the  
insurance provider;

soliciting repair bids from repair facilities;

selecting a repair facility, with the repair facility selected by the representative  
of the insurance provider at the insurer facility without input from the claimant;

repairing the damaged claimant vehicle at the repair facility;

returning the claimant vehicle to the insurer facility without input from the  
claimant; and

returning the repaired claimant vehicle to the claimant.

Claim 16 (Original): The method of claim 15, further comprising the step of verifying insurance coverage after the step of reporting the vehicle damage claim to the insurance provider by the claimant.

Claim 17 (Original): The method of claim 15, further comprising the step of scheduling with the claimant to deliver the damaged claimant vehicle to the insurer's facility.

Claim 30 (Original): The method of claim 26, further comprising the step of the repair facility picking up the damaged claimant vehicle at the insurer facility, and returning the claimant vehicle to the insurer facility following completion of the required repairs.

Claim 31 (Original): The method of claim 26, further comprising the step of the claimant returning the rental vehicle at the insurer facility.

Claim 32 (Currently Amended): A method of processing vehicle damage claims, comprising the steps of:

reporting a vehicle damage claim to a coordination entity by a customer;  
delivering a damaged customer vehicle to a coordination facility;  
providing a rental vehicle to the customer at the coordination facility;  
preparing a repair estimate at the coordination facility by the coordination entity;

selecting a repair facility, with the repair facility selected by the coordination entity without input from the customer;

repairing the damaged customer vehicle at the repair facility;  
returning the damaged repaired customer vehicle to the coordination facility without input from the customer;

returning the repaired customer vehicle to the customer at the coordination facility; and

15 returning the rental vehicle by the customer at the customer at the coordination facility.

Claim 33 (Original): An on-line system of tracking a vehicle repair, comprising:

an interface that enables a claimant to access a remote file;  
a publicly accessible network coupled to the interface;